

IN THE CLAIMS:

1. (Currently Amended) A method for providing support to a user from a remote computer, the method comprising the steps of:

activating a control module embedded in a web page that is currently being viewed by a web browser, the control module being embedded in the webpage by the web browser when the webpage is loaded into the browser;

receiving, in response to the activating step, source code from the remote computer, the source code including instructions directing the control module to perform at least one operation on the web browser; and

executing, via the control module, the source code received from the remote computer; and
using the control to execute the source code received from the remote computer so as to read and/or modify

at least one of reading and modifying, via the control module in response to the executing step, state information of the web browser as instructed by the source code.

2. (Original) The method of claim 1, wherein the state information of the web browser includes form information entered into at least one form field of the web page that is currently being viewed by the web browser.

3. (Currently Amended) The method of claim 2, wherein the using step includes the sub-steps of further comprising the steps of:

executing the source code so as to read the form information; and
sending the form information that is read to the remote computer.

4. (Currently Amended) The method of claim 1, wherein the using step includes the sub-step of further comprising the step of executing the source code so as to modify at least one form field of the web page that is currently being viewed by the web browser.

5. (Currently Amended) The method of claim 1, further comprising the step of: after the activation step and before the receiving step, sending a message from the control module to the remote computer to establish a connection between the control module and a support application executing on the remote computer.
6. (Currently Amended) The method of claim 1, wherein the using step includes the sub-step of further comprising the step of executing the source code so as to cause the web browser to view a different web page.
7. (Currently Amended) A computer readable tangible storage medium including computer instructions encoded with a program for providing support to a user from a remote computer, the program comprising computer instructions including instructions for execution by a processing circuit for performing the steps of:
 - activating a control module embedded in a web page that is currently being viewed by a web browser, the control module being embedded in the webpage by the web browser when the webpage is loaded into the browser;
 - receiving, in response to the activating step, source code from the remote computer, the source code including instructions directing the control module to perform at least one operation on the web browser; and
 - executing, via the control module, the source code received from the remote computer;
 - using the control to execute the source code received from the remote computer so as to read and/or modify
 - at least one or reading and modifying, via the control module in response to the executing step, state information of the web browser as instructed by the source code.

8. (Currently Amended) The computer readable tangible storage medium of claim 7, wherein the state information of the web browser includes form information entered into at least one form field of the web page that is currently being viewed by the web browser, and

the program further comprises instructions for performing the steps of:

~~the using step includes the sub steps of~~

executing the source code so as to read the form information[[],]; and

sending the form information that is read to the remote computer.

9. (Currently Amended) The computer readable tangible storage medium of claim 7, wherein ~~the using step includes the sub step of~~ the program further comprises instructions for performing the step of executing the source code so as to modify at least one form field of the web page that is currently being viewed by the web browser.

10. (Currently Amended) The computer readable tangible storage medium of claim 7, wherein ~~the computer instructions program~~ further including comprises instructions for performing the step of:

after the activation step and before the receiving step, sending a message from the control module to the remote computer to establish a connection between the control module and a support application executing on the remote computer.

11. (Currently Amended) A control module for embedding in a web page to allow support to be provided to a user from a remote computer, the control module comprising:

means for being embedded into a webpage by a web browser while the webpage is being loaded into the web browser;

means for sending a message to the remote computer to establish a connection between the control module and a support application executing on the remote computer;

means for receiving, in response to the message that was sent, source code from the remote computer, the source code including instructions directing the control module to perform at least one operation on the web page; and

means for executing the source code received from the remote computer so as to at least one of read and/or and modify form information entered into at least one form field of the web page.

12. (Currently Amended) The control module of claim 11, wherein the means for executing executes the source code so as to read the form information, and sends the form information that is read to the remote computer.

13. (Currently Amended) A method for providing support to a user of a remote computer from a customer service computer, the method comprising the steps of:

receiving, at the customer service computer, a message from a control module embedded in a web page that is currently being viewed by a web browser executing on the remote computer, the control module being embedded in the webpage by the web browser when the webpage is loaded into the browser; and

in response to receiving the message, sending source code from the customer service computer to the control module so as to cause the control module to read and/or modify state information of the web browser executing on the remote computer.

14. (Currently Amended) The method of claim 13,
wherein the state information of the web browser includes form information entered into at
least one form field of the web page that is currently being viewed by the web browser, and
the sending step includes the sub-steps of:

sending the source code from the customer service computer to the control module so
as to cause the control to read the form information; and
receiving, at the customer service computer, the form information that is read.

15. (Currently Amended) The method of claim 13, wherein the sending step includes the sub-
step of sending the source code from the customer service computer to the control module so as to
cause the control module to modify at least one form field of the web page that is currently being
viewed by the web browser.

16. (Currently Amended) A customer support application service computer for providing
support to a user of a remote computer ~~from a customer service computer~~, the ~~method~~ customer
service computer comprising:

means for receiving, at the customer service computer, a message from a control module
embedded in a web page that is currently being viewed by a web browser executing on the remote
computer, the control module being embedded in the webpage by the web browser when the
webpage is loaded into the browser; and

means for sending source code from the customer service computer to the control module so
as to cause the control to read and/or modify state information of the web browser executing on the
remote computer.

17. (Currently Amended) The customer ~~support application service computer~~ of claim 16, wherein the state information of the web browser includes form information entered into at least one form field of the web page that is currently being viewed by the web browser, and the means for sending sends the source code from the customer service computer to the control module so as to cause the control module to read the form information, and receives the form information that is read.

18. (Currently Amended) The customer ~~support application service computer~~ of claim 16, wherein the means for sending sends the source code from the customer service computer to the control so as to cause the control to modify at least one form field of the web page that is currently being viewed by the web browser.

19. (New) The method of claim 1, wherein the activating step comprises:
determining that at least one error associated with form information exists in at least one form field on the web page currently being viewed by the web browser; and
in response to the determining that the at least one error exists, automatically activating the control module without user intervention.

20. (New) The method of claim 19,
wherein if the state information is read by the control module, the at least one error is recoded, and data associated with the at least one error is sent to the remote computer, and
if the state information is modified by the control module, the form information associated with the at least one error is modified so that the form information is acceptable by the form field.